

JOB DESCRIPTION & PERSON SPECIFICATION



Job Title: Quality Engineer	Location: Hunmanby
Department: Quality	Contract: <i>Permanent Full Time.</i>
Reports To: Quality Manager	Direct Reports: N/A

Job Summary & Role

- Support Quality Team with day-to-day activity.
- Review production complaints with process team, organising containment activity.
- Support Warehouse team and inspect incoming goods with quality issues.
- Manage defective parts / quarantine & return/replacement of defective stock.
- Monitor critical features on new products / components / new suppliers to quality requirements are met.
- 8D problem solving to address quality issues.
- Use KPI data to investigate process issues and opportunities for improvement.
- Deal with quality 'walk-in' issues. (stores / production / customer).
- Support purchasing with supplier quality issues.
- Internal Audits
- ISO9001; 14001; 45001 support

Key Responsibilities & Main Duties

- Support process team with quality issues, initiating and controlling containment actions.
- Support temporary / permanent corrective actions to address quality issues.
- Work with Engineering and Production teams during product introduction to ensure critical features are identified and monitors.
- PPAP & DFMEA & PFMEA creation and upkeep.
- Hands on metrology skills to enable mechanical components to be verified against drawings, using vernier or CMM,.
- Review process rejects to establish trends and improvement actions.
- Inspection of components when required, new components, new supplier, quality concerns.
- Quarantine and manage NOK components / products, working with suppliers where necessary to correct the issue and manage replacement.
- Support the Quality team in collecting KPI data from process owners to allow monitoring of performance, ensure dissemination throughout the company.
- Escalate to Quality Manager issues that cannot be resolved.
- Maintain quality documentation in accordance with ISO9001 rules.
- Support in resolving customer quality issues.



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- Support purchasing team with supplier improvement.
- Support in the ICAR process, working with process owner to reach satisfactory conclusion.
- Work with warranty team to establish top issues and review with process team.
- Product Audits against key features.

Internal & External Relationships

Internal

Production: Support with QA documentation administration.

Quality team: General Support

Purchasing: Support with QIP activity and Corrective actions.

Accounts: General support as required

Sales: support as required.

Engineering: Support with QA documentation administration.

Stores / Warehouse: Support and assist with quality queries.

Communication: All above Verbal / Written / Reports

External

Suppliers: Support with QIP activity and Corrective actions.

Customers: Support with QIP activity and Corrective actions.

DSE Distribution: Support as required.

Communication: All above Verbal / Written / Reports

Key Performance Indicators

- Time taken to resolve issues.
- Weekly production KPI collation and dissemination; monitor trends and share with process owners.
- Monthly Quality Report Data produce / analysis.

Essential/Desirable Factors

Knowledge	
<p>Essential:</p> <ul style="list-style-type: none"> • Quality System Knowledge. • Mechanical / Electrical / Electronic experience. • ISO9001 Quality systems knowledge. 	<p>Desirable:</p> <ul style="list-style-type: none"> • PPAP & DFMEA & PFMEA • SMT Experience. • Product Compliance Requirements (CE / EMC / Reach / RoHS) • ISO14001 & 4500 Quality systems knowledge.



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Skills & Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> • Quality techniques and tools, including 8D problem solving. • Confident IT skills, MS office are essential. • Ability to read and understand engineering drawings; and inspect dimensionally using vernier / CMM. • Team working 	<p>Desirable:</p> <ul style="list-style-type: none"> • A proven track record of improving quality levels within a company. • Excellent communication skills. • Excellent organisation skills. • Epicor or similar (ERP) system. • Ability to work under pressure to tight deadlines. • Ability to work on own initiative.
Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • Established experience in quality capacity. • Experience in a Manufacturing Environment. • ISO9001 system experience • Working with supplier to improve quality. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Working with Suppliers to improve quality. • Working with In House Manufacturing teams to improve quality. • Audit Experience • Product Audit Experience • FMEA / Control Plans • Reach / RoHS / CMRT / SCIP
Qualifications	
<p>Essential:</p> <ul style="list-style-type: none"> • Technical qualification HNC/ONC/Degree . • On the Job Training in a Quality Position. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Auditor Trained ISO9001 or similar.

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